

Leadership and Management Development (Organizational)

Focus & Competency Level		Program Title	Who Should Attend?	Trainer	Fees – 1 Pax (RM)	Fees – Group (RM)	Jan	Feb	Mar	Apr	May	Jun
Communication Skills	1	EQ: Mastering High-Stakes Conversations	Executives & Managers	Jeremy Lee	2,750	5,000 - 2 Pax 7,200 - 3Pax	21 – 22		30 – 31			
	2	Stakeholders Engagement: Presence, Power & Persuasion.	Executives & Managers	Jeremy Lee	2,750	5,000 - 2 Pax 7,200 - 3Pax	12 – 13			13 – 14		
Leadership Skills	1	Next-Gen Supervisory Skills	Executives	Shailendra	2,000	3,700 - 2 Pax 5,500 - 3Pax		11 – 12		15 – 16		8 – 9
	2	Connecting Generations in the Workplace	Executives & Managers	Ken Ng	2,750	5,000 - 2 Pax 7,200 - 3Pax		11 – 12				18 - 19
	3	Lead, Influence, Coach Communication: Mastery for Managers	Managers & Above	Jeremy Lee	3,000	5,600 - 2 pax 7,800 - 3 pax		4 – 5				8 – 9
	4	Leadership Gold <i>(John C. Maxwell Program)</i>	Managers & Above	Jeremy Lee	3,000	5,600 - 2 pax 7,800 - 3 pax				6 –7		
	5	Leading Transformation and Innovation For High Performance	Managers & Above	Jeremy Lee	3,000	5,600 - 2 pax 7,800 - 3 pax			9 – 10		6 – 7	
	6	Commercial Acumen for Competitive Advantage <i>Certified by Western Kentucky University, USA</i>	Managers & Above	Jeremy Lee	4,500	8,500 - 2 Pax 12,500 - 3 Pax	14 – 16				13 – 15	
Technical	1	Future-Ready with AI – Navigating the New Workplace	Executives & Managers	Mike Cheong	2,750	5,000 - 2 Pax 7,200 - 3Pax	26 – 27				13 – 14	
	2	Power BI Desktop Essentials	Executives & Managers	Iskandar	2,000	3,700 - 2 Pax 5,500 - 3Pax		9 – 10			13 - 14	

Other Leadership topics available: (for In-House Training)

- 1-to-1 Coaching
- Action Leadership
- Becoming Person of Influence (*John Maxwell Program*)
- Business & Marketing Mastery Programme
- Coaching for High Performance
- Communications for Managers
- Corporate Entrepreneurship and Business Acumen
- Design Thinking
- High Performance Organization
- Executive to Manager - The Transition
- Everyone Communicates, Few Connect (*John Maxwell Program*)
- Facing the Media
- Financial Literacy
- From Planning to Successful Execution
- Performance Management
- Leadershift (*John Maxwell Program*)
- Management Success (*Brian Tracy Program*)
- NLP Mastery
- Personal Branding
- Personal & Business Success (*Brian Tracy Program*)
- Problem Solving and Decision Making Skills
- Situational Leadership
- Strategic Planning
- Strategic Thinking and Creativity
- Sustainability - ESG 101
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- Technical to People Manager
- Transformational Change

Trainers Development Programs

Program Title	Trainer	Fees – 1 Pax (RM)	Fees – 3 pax Group (RM)	Jan	Feb	Mar	Apr	May	Jun
Training Needs Analysis (TNA) & Workforce Capability	Feena	2,000	3,700 - 2 Pax 5,500 - 3Pax	26 – 27				18 – 19	
HRD Corp Train the Trainer (TTT) Certification Course <i>Certification by HRD Corp</i>	Ken Ng / Jeremy Lee	2,684	-	26 – 30			6 – 10		8 – 12

Other topics available: (for In-House Training)

Human Capital

- Behavioral Interviewing Skills
- Best Practices in Procurement Management
- Employee Retention & Engagement
- HR for Non-HR Managers
- HR Policies and Employee Handbook
- Industrial Relations
- Managing Across Generations
- Sexual and Power Harassment Awareness
- Stress & Mental Health Management
- Succession Planning & Talent Development
- Train the Trainer - Experiential Learning
- Training Needs Analysis
- Understanding Employment Act 1955 with Amendments

Technical

- 5S Implementation
- Defensive Driving
- Emergency Respond Preparedness (ERP)
- Ergonomics and Manual Handling
- Failure Mode Effect Analysis (FMEA)
- Financial Modelling (using Excel)
- Industry 4.0 Smart Factory
- ISO Quality Standard - Foundation / Awareness
- Kaizen – Continuous Improvement
- Lean Safety Management
- Materials Management
- Occupational Safety & Health Act (OSHA)
- Poka Yoke
- QC Tools
- Statistical Analysis
- Total Productive Maintenance (TPM)
- Understanding Import & Export Practice

Office Management

- Anti-Money Laundering
- Corporate Grooming and Etiquette
- Eat That Frog! – Time Management (Brian Tracy Program)
- Event Management
- General Office Management Skills
- Microsoft Excel (Beginner / Intermediate / Advanced / VBA / Power BI)
- PDPA
- Positive Work Attitude
- PowerPoint Slide Design for Impactful Presentation
- Secretarial and Clerical Development
- Stress and Mental Health Management
- Teknik Pengurusan Fail dan Rekod Berkesan

Writing & Language Skills

- Business Writing Skills
- ChatGPT - General / Marketing
- Conversational English / Mandarin / Bahasa Malaysia
- Essential English Grammar
- Email Writing Skills
- Proposal Writing
- Reallyenglish (Online Learning)
- Technical Report Writing

Supply Chain

- Logistics Management
- Project Management
- Risk Management
- Supply Chain Management
- Total Quality Management
- Warehouse Management

Customer eXperience & Contact Centre (with AI Augmentation)



Focus Competency Level		Program Title	Who Should Attend?	Trainer	Fees – 1 Pax (RM)	Fees – 3 Pax (RM)	Jan	Feb	Mar	Apr	May	Jun
Professionals	1	From Challenging Customers to WOW Customer Experience	Executives	Dave	2,000	5,500		4 – 5		6 – 7		10 – 11
	2	Certified Voice & Digital Agent (CVDA) <i>Certified by Western Kentucky University, USA</i>	Executives & Managers	Ken Ng	4,200	11,500			2 - 4		20 - 22	
	3	Certified Contact Centre Quality Assurance Analyst (CCCQAA) <i>Certified by Western Kentucky University, USA</i>	Executives & Managers	Ken Ng / Edna	3,500	9,500		9 – 10			13 – 14	
	1	Certified Omni-Channel Team Leader (COCTL) <i>Certified by Western Kentucky University, USA</i>	Managers & Above	Ken Ng	4,200	11,200					6 - 8	
	2	Certified Omni-Channel Manager (COCM) <i>Certified by Western Kentucky University, USA</i>	Managers & Above	Ken Ng / Najib	4,700	12,700			11 – 13			24 – 26
	3	Certified Customer Experience Management Practitioner (CCXMP) <i>Certified by Western Kentucky University, USA</i>	Managers & Above	Ken Ng / Najib	5,000	13,500	19 – 22			20 – 23		



Other topics available: (for In-House Training)

Customer Experience (CX)

- Accent Neutralisation and Cross-Cultural Communication
- Certified Help Desk Professional (CHDP)
- Certified Contact Centre Team Leader (CCCTL)
- Contact Centre Inbound Tele Skills (CCITS)
- Certified Contact Centre Quality Assurance Manager (CCQAM)
- Creating the WOW Service Experience
- Customer Journey Mapping
- Customer Service Coaching
- Managing Challenging Customers & Complaints
- Managing the Branded Customer Experience
- Mastering Live Chat for Customer Support
- Persuasive Communication Skills
- Proactive Customer Service
- The Customer Service Mindset & Attitude
- Telephone Etiquette

Sales and Business Development

- Customer Focused Selling Skills
- Handling Sales Objections & Negotiation Skills
- High Impact Persuasive Presentation Skills
- High Performance Sales Force Management
- High Performance Selling & Powerful Closing Techniques
- Key Account Management Skills
- Outbound Tele-marketing & Cold Calling
- Persuasive Tele-Collection Skills
- Relationship Marketing
- Retail Sales & Services
- Sales Success (Brain Tracy Program)
- Strategic Communication for Dealer Representatives in Capital Markets (**SIDC CPE-Approved: 10 Points**)
- Strategic Marketing Management
- Successful Tele-Sales Management

Digital Marketing

- Advance Search Engine Optimization (SEO)
- Be The Next eCommerce Entrepreneur
- Digital Marketing for SMEs
- Digital Marketing Professional Certification
- Digital Transformation 101
- Facebook Marketing Masterclass
- Professional LinkedIn Marketing

IT Programs

Program Title	Trainer	Fees – 1 Pax (RM)
ITIL4 Foundation	Leo Lourdes	4,000
Agile Scrum Master	Haran	4,200
PRINCE2 Foundation	Leslie	4,200
PRINCE2 Agile Practitioner	Leslie	4,600
Lean Six Sigma - Green Belt	Dr Anba	7,000
Big Data Foundation + Power BI	Gajen	4,200
Cobit5 Foundation	Leo Lourdes	4,200
Project Management Professional	Magen	4,200

***Programs that can be conducted as a Public Workshop**

Call us for schedule – 03-7728 2623

IT / Project Management – Certification available:

- Artificial Intelligence (AI) - Certification
- CISCO
- Cloud Technology Associate
- COBIT5 Foundation
- CompTIA Security+ / CompTIA Network +
- DEVOPS
- Enterprise Big Data
- Generative AI
- ITIL 4 Specialist / High Velocity
- PRINCE2 Practitioner / PRINCE2 - Agile Foundation
- Lean Six Sigma – Black Belt